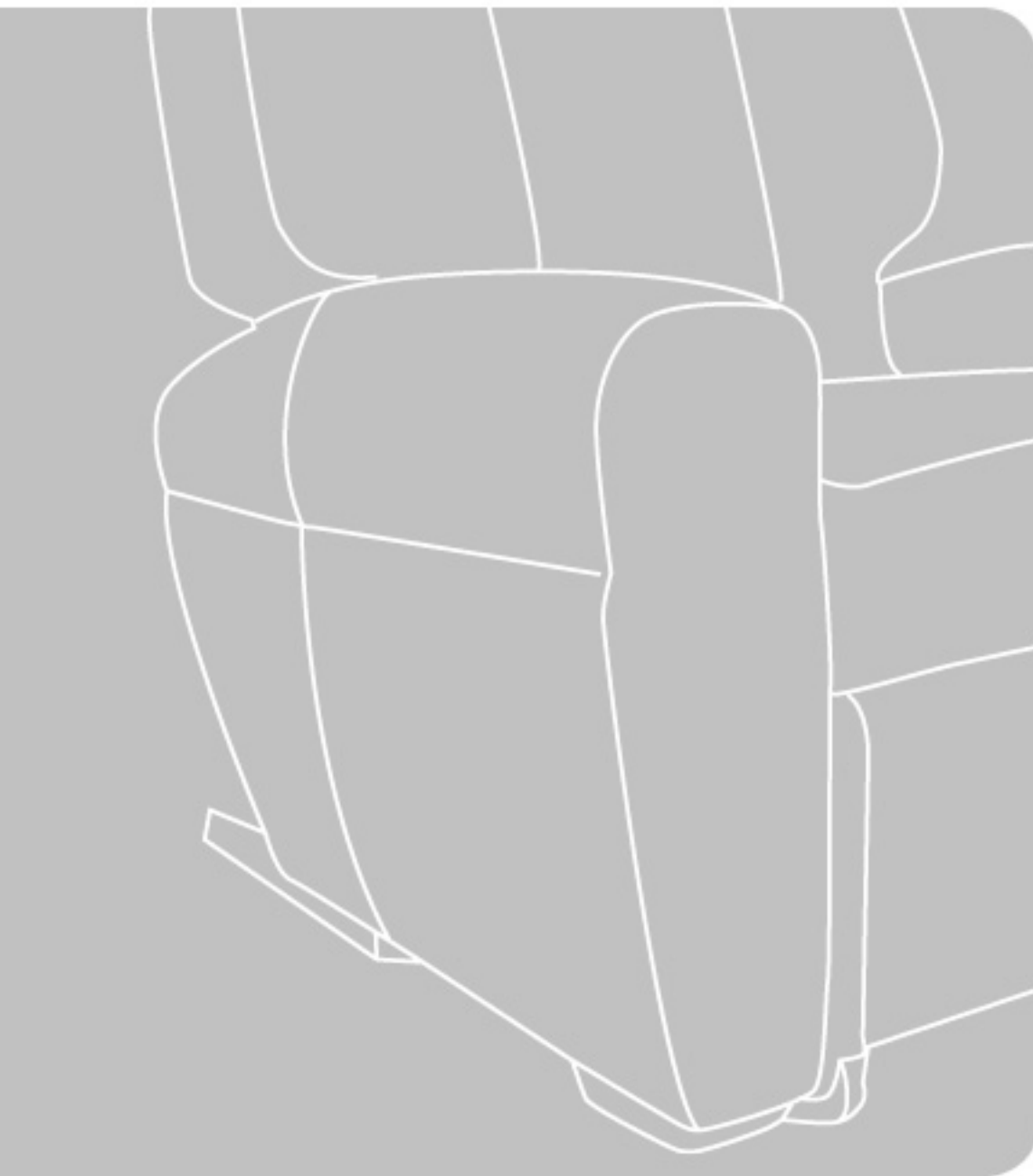


troubleshooting guide

ht 1650



 human touch™  
massage chairs™

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Please forward any questions or comments regarding this Troubleshooting Guide to [documentation@humantouch.com](mailto:documentation@humantouch.com).

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# HT-1650 Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-1650 customer problems. It is important to follow these steps carefully, to ensure that the problem is diagnosed correctly, and therefore the appropriate repair action is taken.

## Getting Started

To begin:

1. Turn the power switch on the back of the chair to Off, wait approximately five seconds, then turn it back On.
2. Wait 30 seconds while a system check is performed, then verify that the problem still exists.
3. If the problem still exists, choose from the following issues:
4. Choose from the following:

To Troubleshoot This Issue:	Do the following:
<b>There is no movement on the chair when I power it on</b>	The backrest massage mechanism and the foot and calf massager paddles should move when you power on the chair. If they do not, see <a href="#">"Power" on page 2</a> .
<b>My remote control is not working</b>	See <a href="#">"Remote" on page 3</a> .
<b>My foot and calf massager is not working</b>	See <a href="#">"Foot and Calf Massager " on page 4</a> .

To Troubleshoot This Issue:	Do the following:
<b>My arm vibration started automatically and cannot be turned off by pressing the Arms button on the remote control.</b>	If this occurs, there is a problem with the circuit board. Replace the backrest:  DEALER NOTE: You may wish to replace the daughter board instead of the complete backrest assembly.
<b>My chair is not massaging properly</b>	See <a href="#">"Massage Functions" on page 5.</a>
<b>My backrest won't recline/incline</b>	See <a href="#">"Recline/Incline" on page 9.</a>
<b>My convenience outlet is not working.</b>	See <a href="#">"Convenience Outlet" on page 10.</a>

## Power

### Step 1: Check the power LED.

Check the status of the power panel LED, located on the back of the left-hand armrest above the power switch. If the power LED lights, go to ["Step 4: Replace the AC outlet fuse."](#)

### Step 2: Check the power cord.

1. Verify that the power cord is plugged securely into the chair's power panel and is not damaged.
2. If the power cord is damaged, replace the power cord.
3. If the power cord connection is not secure, secure it, then recheck the power LED status.
4. If the power LED lights, but there is still no massage mechanism movement, see ["Step 4: Replace the AC outlet fuse" on page 3.](#)

### Step 3: Check the wall outlet.

1. Plug a different device into the AC outlet into which the chair is plugged.
2. If the device does not work (is not receiving power), the AC outlet is most likely not working. Plug the chair into a different AC outlet to verify that it receives power.

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#### **Step 4: Replace the AC outlet fuse**

Even though the power panel LED (located on the back of the left-hand armrest) is lit, the AC outlet fuse may still be blown or broken, which interferes with the remote control function. Replace the fuse.

The AC outlet fuse is the left of the two fuses, located on the power panel.

To replace the fuse:

1. Turn the power switch to OFF and unplug the chair from the wall outlet.
2. Using your fingers, turn the fuse holder knob (located on the power panel) approximately 1/8 turn counter-clockwise.

The fuse holder pops out.

3. Replace it with a new fuse of the same rating.
4. Reinsert the fuse holder into the power panel, then turn it 1/8 turn clockwise to secure it.
5. Plug the chair back into the wall outlet and turn it on.
6. Verify that the remote control LEDs now light.

#### **Step 5: If the chair is still not receiving power, replace the backrest.**

## **Remote**

#### **If one or more remote control LEDs do not light when you push the corresponding button, but the function the button controls works properly:**

The remote control is not working properly. Verify that the remote control cable connection to the backrest cover is secure. If that does not solve the problem, replace the remote.

#### **If the remote control LED lights but the function it controls is not working properly:**

The problem is most likely in the function controlled by the remote, not in the remote itself. See ["Message Functions" on page 5](#) for further diagnosis.

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## Foot and Calf Massager

### **The foot and calf massager hesitates when changing directions:**

This is due to the gears shifting, and is perfectly normal.

### **The foot and calf massager circulate function will not shut off:**

If this occurs, there is a problem with the circuit board. Replace the backrest:

### **The foot and calf massager is not massaging, vibrating, retracting or deploying:**

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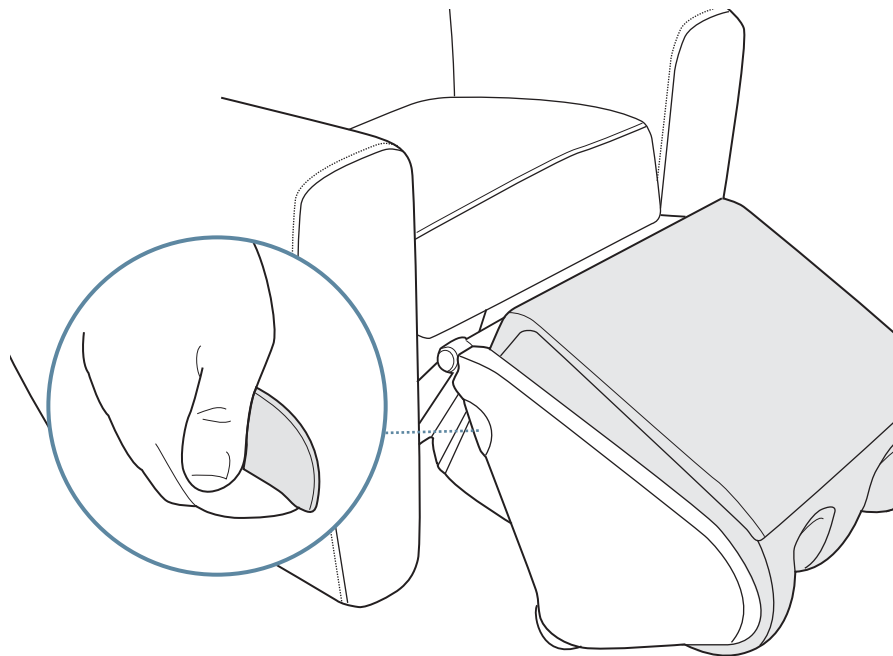
**IMPORTANT**

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The foot and calf massager must be fully deployed and locked into position with the massage wells facing up for the foot and calf massage and circulation functions to work.

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1. Using the remote control (Legs Down button), attempt to fully retract the foot and calf massager until it beeps twice, and then fully deploy it until it beeps twice.
2. If the foot and calf massager will not retract/deploy, do the following:



- a) Pull up on the foot and calf massager rotation release handle, then rotate the foot and calf massager away from the chair until you hear and feel it lock into place. The smooth side of

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- the foot and calf massager is now facing up.
- b) Pull up on the foot and calf massager rotation release handle, then rotate the foot and calf massager back toward the chair until you hear and feel it lock into place.
  - c) Without pulling the rotation release handle, gently try to rotate the foot and calf massager away from the chair again. It should be locked in place, unable to rotate.
  - d) Reattempt to retract/deploy the foot and calf massager. If the foot and calf will still not retract/deploy, a sensor in the chair base is not working properly. Replace the chair base.
3. If the foot and calf massager circulation function is not working, replace the foot and calf massager.

## Massage Functions

Choose from the following:

To Troubleshoot This Issue:	Do the Following:
My Heat function is not working	Go to <a href="#">"Heater" on page 6.</a>
My Arm massage (arm vibration) is not working	Go to <a href="#">"Arm vibration" on page 6.</a>
My Percussion/ Compression/Rolling massage is not working	Replace the backrest.
My Seat massage is not working	Go to <a href="#">"Seat massage" on page 7.</a>
My Massage Comfort Number is not working	<p>Place your hand on the front left or right side of the backrest while adjusting the Massage Comfort Number.</p> <ul style="list-style-type: none"><li>• If the airbags are both inflating and deflating as you adjust the setting, then the remote control is not working. Replace the remote control.</li><li>• If the air bags are not inflating or deflating, the part that controls the air bags is not working (located in the chair base). Replace the chair base.</li></ul>

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To Troubleshoot This Issue:	Do the Following:
My After Work Stretch (Program 5) is not working	Make sure the voice response switch, located on the back of the chair, is set to On. After selecting the After Work Stretch program (5), the voice system instructs the user to press and hold the Recline button until it beeps twice.

## Heater

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**IMPORTANT**

The heater heats slowly, taking at least five minutes to warm up.

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1. Press the Heat button on the remote control.
2. Watch the remote control timer until it counts down at least five minutes.
3. Check the left and right sides of the backrest to determine if either side feels warm.
4. If either side does not feel warm, replace the backrest.

## Arm vibration

Determine whether the vibration is not working in just one arm or both arms, then do one of the following:

- If the vibration is not working in one arm only, replace the vibration unit in that armrest.
- If the vibration is not working in both arms, replace the backrest.

DEALER NOTE: You may wish to replace the daughter board instead of the complete backrest assembly.



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## Seat massage

Choose from one the following seat massage issues:

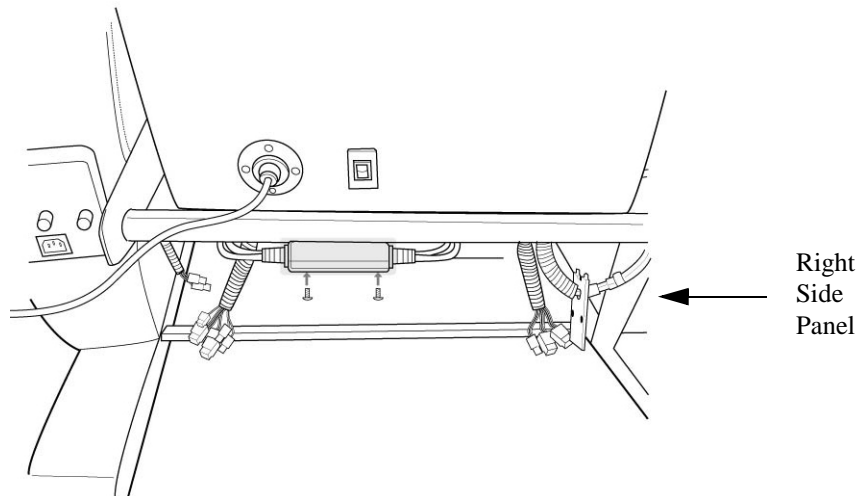
- The seat massage does not work at all—see ["The seat massage does not work at all" on page 7](#).
- The seat massage air bags partially inflate, then stay inflated—see ["The seat massager partially inflates, then stays inflated" on page 8](#).
- The seat massage works, but when you turn off the seat massage the air bags stay inflated—Replace the backrest.

DEALER NOTE: You may wish to replace the daughter board instead of the complete backrest assembly.

### The seat massage does not work at all

If the seat massage does not work at all, there is likely a seat massage wire that is not connected properly. Do the following:

1. Power off the chair.
2. Facing the back of the chair, locate the side panel on the lower right-hand side.

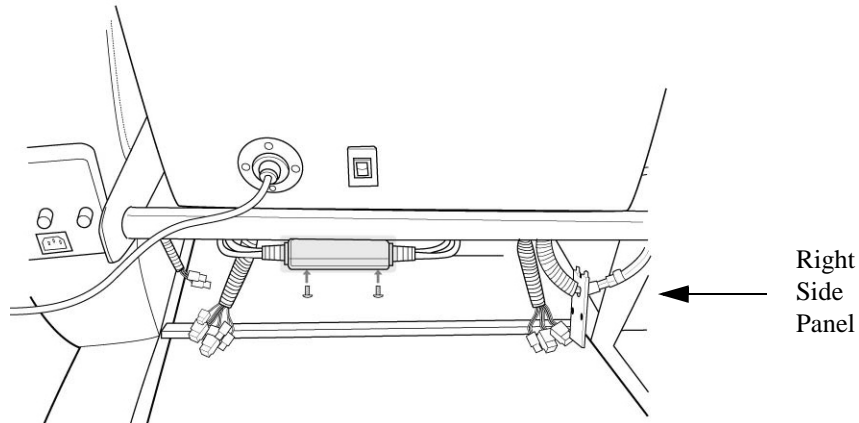


3. Using a Phillips-head screwdriver, remove the two screws that secure the side panel, then remove the side panel by pulling gently on the cables to release it from the chair frame. (The side panel remains attached to the air hose).
4. Locate the large connector behind the side panel, then disconnect it.

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5. Gently pull on the wires that lead to the large connector. If any of the wires comes out of the connector, this confirms that this wire connection is the problem.
  6. Push the wire into the connector until it clicks, then pull gently on the wire to confirm that it cannot come out of the connector.
  7. Reconnect the two connectors you disconnected in step 4.
  8. Push the cables and connectors back into the lower right-hand side of the chair. The large set of cables fits into the slot on the end of the side panel.
  9. Replace the side panel, using a Phillips-head screwdriver and the two screws you removed earlier.
  10. Power on the chair and verify that the seat massage now works.
  11. If the seat massage still does not work, replace the chair base.

**The seat massager partially inflates, then stays inflated**

1. Power off the chair.
2. Facing the back of the chair, locate the side panel on the lower right-hand side.



3. Using a Phillips-head screwdriver, remove the two screws that secure the side panel, then remove the side panel by pulling gently on the cables to release it from the chair frame. (The side panel remains attached to the air hose).
4. Locate the small set of wires, then remove the zip tie attached to this connector.
5. Disconnect, then reconnect the connector.

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6. Push the cables and connectors back into the lower right-hand side of the chair. The large set of cables fits into the slot on the end of the side panel.
  7. Replace the side panel, using a Phillips-head screwdriver and the two screws you removed earlier.
  8. Power on the chair and verify that the seat massage now works.
  9. If the seat massage still does not work, replace the chair base.

## Recline/Incline

### **Remote beeps once when Recline/Incline buttons are pushed:**

If you hear a single beep when you push the Recline and Incline buttons, the backrest actuator is not working properly. Replace the backrest actuator.

### **Remote beeps twice when Recline/Incline buttons pushed:**

If the backrest is in a fully inclined position and you hear two beeps when you push the Recline and Incline buttons, it means the safety sensor has likely failed.

1. Make sure that nothing is pressing on the safety sensor.
2. Tap the safety sensor with your foot to ensure that it didn't get stuck during shipping.
3. If the problem still exists, replace the safety sensor.

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## Convenience Outlet

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**NOTE**

This section pertains to 120-volt product only; 230-volt products do not contain convenience outlets.

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The convenience outlet fuse is the right of the two fuses, located on the bottom of the power panel.

1. Verify that the device being plugged into the convenience outlet does not draw more than 1 Amp of power. (If it does, it cannot be plugged into the convenience outlet as it will blow the fuse).
2. Verify that the device being plugged into the convenience outlet works when plugged into a wall outlet.
3. Turn the power switch to OFF and unplug the chair from the wall outlet.
4. Using a small screwdriver or a coin, turn the fuse holder (located on the power panel) approximately 1/8 turn counter-clockwise.

The fuse holder pops out.

5. Replace the fuse with a new fuse of the same rating.
6. Reinsert the fuse holder into the power panel, then turn it 1/8 turn clockwise to secure it.
7. Plug the chair back into the wall outlet and turn it on.
8. If the convenience outlet is still not receiving power, replace the left armrest.



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